



## **Provider Manual Addendum Access & Availability Changes**

Effective July 1, 2026, the National Committee for Quality Assurance (NCQA) standard for after hours will be changing. Please review the outlined changes below. The changes will be updated in the Provider Manual in the next annual review.

**For HAP CareSource™ Medicaid**, Update to After-Hours Standard Effective July 1, 2026: “Primary Care Providers (PCP) and Behavioral Health providers (only) must provide 24-hour availability to your HAP CareSource patients by telephone. Whether through an answering machine or a taped message used after hours, patients should be given the means to contact their PCP/BH\* provider or a back-up provider to be triaged for care. It is not acceptable to use a phone message that does not provide access to you or your back-up provider and only recommends emergency department use for after hours.” on page 20.

\*BH providers may refer their patients to the 988 Suicide & Crisis Lifeline if no provider is available to take the call.

**For HAP CareSource™ MI Coordinated Health (HMO D-SNP)** Update to After-Hours Standard Effective July 1, 2026: “Primary Care Providers and Behavioral Health providers (only) must provide 24-hour availability to your HAP CareSource patients by telephone. Whether through an answering machine or a taped message used after hours, patients should be given the means to contact their PCP/BH\* provider or a back-up provider to be triaged for care. It is not acceptable to use a phone message that does not provide access to you or your back-up provider and only recommends emergency department use for after hours.” on page 17.

\*BH providers may refer their patients to the 988 Suicide & Crisis Lifeline if no provider is available to take the call.

Please contact Provider Services with any questions.

HAP CareSource Medicaid at 1-833-230-2102, available Monday through Friday, 8 a.m. to 6 p.m., Eastern Time (ET).

HAP CareSource MI Coordinated Health 1-833-230-2159, available Monday through Friday, 8 a.m. to 6 p.m., Eastern Time (ET).

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